

CLAIMS MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Claims Manager exists is to be responsible for all aspects of claims management and the selfinsured public entity environment in the Risk Management Division. This classification is not supervisory. Work is performed with considerable independence and reports to the Risk Management Director.

ESSENTIAL FUNCTIONS

Conducts and or manages all investigations of accidents, incidents or exposures to the City for personal injury or property damage. Assembles all necessary evidence, including interviews, reports, site investigations, photographs and any drawings. Provides detailed reports of investigations; makes recommendations in accordance with current legal judgment.

Confers with City Attorney's office and outside legal counsel when necessary.

Oversees claims operations to ensure efficient processing, monitoring, and filing of claims related forms and records.

Handles insurance matters, and performs safety and loss control functions as required. Provides 24-hour coverage when necessary in order to perform these duties.

Represents City of Scottsdale at hearings, trials and other related meetings.

Serves as Acting Risk Management Director in Director's absence as required.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Principles and practices of the insurance industry, including property, casualty, general liability, and selfinsurance programs.

Arizona laws relating to public liability management.

Methods of investigating, evaluating, negotiating, and settling liability claims.

City operations, facilities, and equipment.

Medical terminology.

Ability to:

Establish and maintain effective working relationships with those contacted in the course of business.

Communicate effectively both verbally and in writing with City staff, claimants, insurance carriers, attorneys and the general public.

Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.

Operate a variety of standard office equipment, including a personal computer and a variety of computer software, that require continuous and repetitive arm or hand and eye movement to prepare statistical reports, letters or other similar types of documents.

Use photographic equipment to document damages as a result of City involved accidents.

Sit 40%; stand or walk 40% and climb or walk on rough terrain 10% of the workday.

Maintain regular consistent attendance and punctuality.

Effectively investigate, analyze, negotiate, settle claims, and draw logical conclusions through the

interpretation of complex rules, regulations and policies as relates to current Arizona insurance laws.

Education & Experience

Any combination of training, education, and experience equivalent to a high school diploma or GED and a minimum of 5 years recent experience and demonstrated knowledge with insurance claims adjudication practice and procedures.

Requires a valid Arizona Driver's License, with no major driving citations in the last 39 months.

FLSA Status: Exempt

HR Ordinance Status: Unclassified